

MARANYANE DIGITAL SOLUTIONS CUSTOMER COMPLAINTS PROCEDURE



1. ADDRESS THE COMPLAINT TO OUR CUSTOMER SERVICE DEPARTMENT

Consumers will first address their complaints to our Customer Services Department. Consumers should first explore and exhaust all possible channels of remedy available within our capability before any reference to BOCRA. The email for filing complaints to is **customercare@maranyane.co.bw** or **+267 3952512**

2. ASK THE SERVICE PROVIDER FOR THE TIME IT WILL TAKE TO RESOLVE THE COMPLAINT

Maranyane Digital Solutions will inform the client of the period within which complaints will be resolved. Our standard timeframe for addressing issues is 72hrs.

3. KEEP COPIES OF CORRESPONDENCE OF THE COMPLAINT

It is important that complainants should keep records of all correspondence between themselves and our company for future reference.

4. ESCALATE COMPLAINT TO THE CHIEF EXECUTIVE OFFICER'S OFFICE

If a complaint is not resolved in the first instance, the consumer can escalate the complaint to the Chief Executive Officer's office at **ramosamo@maranyane.co.bw** or **+267 71966545**

5. ESCALATE COMPLAINTS TO BOCRA

Where we have not satisfactorily resolved a complaint, the consumer should refer that complaint to BOCRA at **info@bocra.org.bw** or **+267 368 5500**